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**ILLINOIS COMMERCE COMMISSION**

**ORIGINAL**

Docket No. \_\_\_\_\_  
(ICC Office Use Only)

Verizon Avenue Corp.

ILLINOIS  
COMMERCE COMMISSION

2003 OCT 16 P 1:56

CHIEF CLERK'S OFFICE

Application for Certificates of  
Local and Interexchange Authority  
To Operate as a Reseller and as a  
Facilities Based Carrier of Telecom-  
munications Services in the SBC  
Communications Areas of the  
State of Illinois

03-0648

**APPLICATION FOR A CERTIFICATE TO BECOME A  
TELECOMMUNICATIONS CARRIER**

**GENERAL**

1. Applicant's Name (including d/b/a) FEIN # 36-4225811

Verizon Avenue Corp.  
Two Conway Park  
150 Field Drive, Suite 300  
Lake Forest, IL 60045

d/b/a Verizon Avenue

2. Authority Requested:

13-404 Resale of Local and Interexchange  
13-405 Facilities Based Local

3. Request for Waivers:

- a) Part 710 Uniform System of Accounts for Telecommunications Carriers:  
Verizon Avenue maintains its books of account utilizing Generally Accepted Accounting Practices, as does its predecessor OnePoint Communications - Illinois, LLC (OPC). Verizon Avenue seeks to maintain this existing Waiver.
- b) Part 735.180 Issuance of Telephone Directories:  
Verizon Avenue will cooperate with Directory issuing companies as to provision of customer listings, but will not issue its own Directories. This waiver has been granted to OPC, and Verizon Avenue wishes to continue the waiver.

4. For all applicants requesting Local Exchange Authority under Section 13-404 or Section 13-405, please complete the following:

- a) Standard Questions, attached to this application as Appendix A
- b) 9-1-1 Questions, attached to this application as Appendix B
- c) Financial Questions, attached to this application as Appendix C
- d) Prepaid Service Questions, attached to this application as Appendix D

5. In what area of the State does the Applicant propose to Provide Service?

Within the SBC Communications service areas, as is the case with OPC currently.

6. Please attach a sheet designating contact persons to work with Staff on issues

That sheet is attached to this application as Appendix E

7. Please check type of organization

Verizon Avenue Corp. is a corporation, founded in 1997 in Delaware. The corporation was formerly known as OnePoint Communications, before its December 2000 merger with Verizon Communications Inc.

8. Please submit a copy of the Articles of Incorporation and a copy of the Certificate of Authority to Transact Business in the State of Illinois

- a) Articles of Incorporation are attached to this application as Appendix F
- b) Certificate of Authority to Transact Business in the State of Illinois is attached to this application as Appendix G

9. List jurisdictions in which Applicant is offering services:

Verizon Avenue Corp. currently provides telecommunications services throughout the country under four different Limited Liability Company names. In order to alleviate customer confusion and streamline corporate operations, the Company intends to collapse the four LLC structure and offer services under the Verizon Avenue Corp name in all jurisdictions. Preparatory to changing that structure, the Company is requesting certificated party changes in each jurisdiction. That effort to change the certificated name from the LLC to Verizon Avenue Corp. is under way concurrently in all jurisdictions. Jurisdictions where the Company is certificated to offer telecommunications services are attached to this application as Appendix H, showing the jurisdictions under their currently authorized LLC names.

10. Has the Applicant, or any Principal of Applicant, been denied a Certificate of Service or had its Certification revoked or suspended in any jurisdiction in this or any other name?

No, neither Verizon Avenue Corp. nor any of its subsidiaries have ever been denied a Certificate, or had a Certificate revoked or suspended, in any jurisdiction under any name.

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdictions?

There have been no formal complaints or judgements against the Company or its LLCs in any other jurisdiction. The only formal complaints ever filed against the Company were in Illinois, and those formal complaints were found in favor of the Company:

- a) Docket 98-0862, Ted Wrobel vs. OnePoint Communications, dismissed by Order of the Illinois Commerce Commission (ICC) April 7, 1999
- b) Docket 99-0451, Wanda Torrance vs. OnePoint Communications, complaint denied by Order of the ICC March 15, 2000

Informal complaints filed in various jurisdictions by customers involving any of the Verizon Avenue Corp. companies have been resolved through the processes of the involved state Public Service Commissions. The Company currently has no pending unanswered informal complaints against it.

12. Has Applicant provided service under any other name?

Yes. Applicant currently provides service in the State of Illinois under the name OnePoint Communications – Illinois, LLC d/b/a Verizon Avenue. As noted on Appendix H, Applicant Verizon Avenue Corp. currently provides service in other jurisdictions under the names:

- a) OnePoint Communications – Colorado, LLC
- b) OnePoint Communications – Georgia, LLC
- c) VIC-RMTS-DC, LLC
- d) Verizon Avenue Corp.
- e) OnePoint Communications – Illinois, LLC

13. Will the Applicant keep its books and records in the State of Illinois?

No. OnePoint Communications – Illinois LLC currently has permission from the ICC to keep its books outside of the State of Illinois. Verizon Avenue requests the same permission, in accordance with 83 Ill. Adm Code Part 250. Verizon Avenue recognizes its responsibilities under the Code, and will make its books and records available to the ICC upon request.

## MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service.

The Company has been in business and successfully providing telecommunications services to residents of the State of Illinois since 1997. Brief resumes of the officers of Verizon Avenue Corp. are attached to this application as Appendix I.

15. List officers of Applicant

A list of the officers of Verizon Avenue Corp. is attached to this application as Appendix J.

16. Does any officer of Applicant have an ownership or other interest in any other entity which has provided or is currently providing telecommunications?

No.

17. How will Applicant bill for its services?

Verizon Avenue will bill for its services using the same bill format and schedule currently employed by OPC. Customer bills are rendered monthly. Recurring monthly charges are billed in advance, and usage charges are billed one to two months in arrears. Local exchange regulated telephone services are identified on the bill, in accordance with the ICC and Federal "Truth In Billing" requirements. The bill contains information for customers concerning contact numbers for billing inquiries, etc.

18. How does Applicant propose to handle service, billing and repair complaints?

OPC currently, and Verizon Avenue in the future, provides customers with toll free calling to the Company's Customer Care Center, located in Herndon, Virginia. Representatives in the Customer Care Center are trained to respond to questions and to requests for assistance from customers. Service and billing questions are handled by the Customer Care Representatives, or by Billing and Collection specialists in the Herndon office. Repair requests, depending upon the nature of the trouble report, are reported to the underlying service provider if appropriate (SBC Communications for resold local telephone services in Illinois). Verizon Avenue is fully aware of its customer service obligations under Part 732 of the Commission rules.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing?

Yes.

20. What telephone number would a customer use to contact your company?

Customers may reach the Customer Care Center at 1-866-VZAVENUE (1-866-892-8368).

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

Yes.

22. Please describe Applicant's procedures to prevent slamming and cramming of customers.

When a customer applies to Verizon Avenue (and currently to OPC) for service, the customer signs a Customer Service Agreement (CSA). The customer must specifically identify on the CSA (and initial each choice) as selecting Verizon Avenue as the local service carrier, identify the selected Local Toll carrier, and identify the InterLATA carrier. The CSA informs customers that they have the right to select each of those three carriers separately and independently of one another. The CSA also specifically identifies any local service packages and additional options the customer may have selected. The CSA is retained indefinitely by the Company. No changes are permitted to a customer's existing service or preselected carriers without proper identification of the customer as the responsible party for the account, or without notification from a receiving carrier which complies with regulatory and industry standards.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

Yes.

24. Is the Applicant aware that it must file tariffs prior to providing service in Illinois?

Yes. It would be Applicant's intention to simply modify the existing OPC tariffs currently in effect in Illinois for the changes appropriate for the name change to Verizon Avenue Corp. It would not be the intention of Verizon Avenue to change any rates, terms or conditions of the existing OPC tariffs as a result of this Certification change activity.

## **FINANCIAL**

25. Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of Applicant's financial resources and ability to provide service.

Attached to this application as Appendix K are unaudited Balance Sheets and Income Statements for Verizon Avenue Corp. for calendar years 2001 and 2002, and for the period January through June 2003. Verizon Avenue Corp. is an indirect, wholly owned subsidiary of Verizon Communications Inc., and as such does not normally produce audited financial statements of this type on its own behalf.

## **TECHNICAL**

26. Does Applicant utilize its own equipment and/or facilities?

Verizon Avenue Corp. intends to follow the same provisioning concepts followed currently in Illinois by OPC. OPC currently serves in excess of 1600 High Speed Internet customers as an Internet Service Provider, utilizing on-premises DSL Access Modem (DSLAM) technology. The Company owned DSLAM utilizes broadband lines, usually T-1 type lines, obtained from any of the multiple available providers of such services. The Company connects, in its multiple dwelling unit locations, to end user apartments utilizing on-property cable copper pairs, obtained either from the building owner, or from SBC Communications as a sub-loop Unbundled Network Element under an Interconnection Agreement. This Interconnection Agreement between OPC and SBC is currently on file with the Commission, and will be modified appropriately for the name requested change, should this application be approved by the Commission.

In its provision of resold telephone services to over 4600 customers in Illinois, OPC utilizes services obtained from SBC Communications under appropriate resale tariffs and the Interconnection Agreement between the companies. Verizon Avenue Corp. intends to continue to obtain services for resale from SBC Communications in that manner.

27. Please describe the nature of service to be provided.

Verizon Avenue Corp. intends to continue to provide the same services currently provided to residents of Illinois by OPC. These services include local exchange telephone service, local toll and interLATA long distance services, and a variety of custom calling features and certain limited operator services. In addition, the Company will make available and provide unregulated High Speed Internet

Service to willing customers as an Internet Service Provider. As noted above, these are the same services currently available to customers from OPC, at the same rates, terms and conditions.

28. Will technical personnel be available at all times to assist customers with service problems?

Technical personnel are available to assist customers either on the Customer Care toll free telephone line above, or by Internet, during business hours. During non-business hours, customers are directed to a voice response system, where they can record the nature of the problem they are experiencing, and will receive a call back from trained technicians within twenty-four hours.

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements...?

Verizon Avenue Corp. does not intend to offer payphone service.



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(Signature of Applicant)

Richard P. Kolb  
Vice President – Legal / Regulatory  
Verizon Avenue Corp.

## VERIFICATION

This Application shall be verified under oath.

## OATH

State of Illinois)

ss)

County of Lake)

Richard P. Kolb makes oath and says that he is Vice President – Regulatory of Verizon Avenue Corp.

that he has examined the foregoing application and that to the best of his knowledge, information and belief, all statements of fact contained in the said application are true, and the said application is a correct statement of the business and affairs of the above-named applicant in respect to each and every matter set forth therein.

10/14/03  
Date

Richard P. Kolb  
Richard P. Kolb  
Affiant

Subscribed and sworn to before me, a Notary Public  
In the State and County above named, this 14<sup>th</sup> day of October, 2003

Bonnie J. Rogalski  
Notary Public

My commission expires November 24, 2005

